

## 1. Vacancy Information

**Vacancy Announcement:** ECA-2015-0048

**Position Title:** Program Support Specialist

**Series:** 0301

**Grade:** 09

**Location(s):** Washington DC, DC, US

**Veterans' Preference:** NOT A VET

## 2. Personal Information

**Name:** JEREMY LAMBETH

**Email:** [jeremy@jeremylambeth.com](mailto:jeremy@jeremylambeth.com)

**Telephone 1:** Mobile - 347-586-9583 Ext. N/A

### 3. Eligibility Questions

\*1. Are you a current Federal employee?

Answer: No

\*2. If you are a current Federal employee, by what agency and organization are you employed?

Answer: Not applicable

3. If you selected "Other", please enter the agency and organization.

Answer: NA

\*4. If you are a Federal employee, under what type of appointment are you currently serving?

(Note: If you are unsure, refer to your most recent Notification of Personnel Action (SF-50) or ask your servicing personnel specialist.)

Answer: Not applicable

\*5. If you are NOT currently serving in the competitive service as a permanent career or career conditional Federal employee, are you eligible for reinstatement based on career or career-conditional Federal status in the competitive service?

(See note below for additional information.)

Answer: Not Applicable

'(Note: You must submit with your application a copy of the appropriate SF-50, Notification of Personnel Action that documents your reinstatement eligibility. All documents must be faxed by the closing date of the announcement. See "How to Apply" information on the announcement.)'

\*6. Are you a current Federal employee serving under a Veterans Recruitment Appointment (VRA)?

(See note below for additional information.)

Answer: No

'(Note: If you are unsure, refer to your most recent Notification of Personnel Action (SF-50) or ask your servicing Personnel Specialist. A copy of your DD-214, Certificate of Release/Discharge from Active Duty and/or other proof of eligibility must be submitted with your application.)'

\*7. Are you a student appointee under the Pathways Internship Program who has

completed all requirements for graduation and conversion under the Pathways Internship appointing authority and are within the 120 day period for conversion to term, career, or career-conditional appointment?

Answer: No

8.If you are, or ever were, a Federal civilian employee, please indicate pay plan of the highest graded position you held:

Answer: Not applicable

9.If you are, or ever were, a Federal civilian employee, please indicate the highest grade level (or equivalent) you have ever held.

Answer: Not applicable

10.If you are, or ever were, a Federal civilian employee, please indicate the dates of the highest graded position you held (MM-YYYY to MM-YYYY or Present, or NA if Not Applicable):

(Note: Time-In-Grade restrictions apply in relation to advancement to General Schedule positions of employees in the competitive service.)

Answer: NA

11.If you are, or were, a Federal employee who held a permanent position in the competitive service, what is the highest full performance level of that position? (Enter NA if Not Applicable)

Answer: Not Applicable

\*12.Are you eligible for noncompetitive appointment under a Special Appointing Authority?

Answer: Yes

13.If you are eligible for noncompetitive appointment under a Special Appointing Authority, under what authority are you applying?

Answer: Other (Please Specify below)

14.If answered "Other" to Question #13, please indicate the non-competitive authority under which you are applying in the text box below.

Answer: Schedule A

\*15.Are you a retiree receiving a Federal annuity, either military or civilian?

(Note: If you are an annuitant, your salary or annuity may be reduced upon employment.)

Answer: No

\*16. Have you accepted a buyout from a Federal agency within the past 5 years?

Answer: Not Applicable

\*17. Are you a veteran who is either a preference eligible or been honorably separated from the armed forces after substantially completing three or more years of continuous active service? A veteran who is released under honorable conditions shortly before completing a 3-year tour is also eligible. (See note below for additional information.)

Answer: No

(Note: If yes, you will need to submit a copy of your DD-214, Certificate of Release / Discharge from Active Duty or other proof of eligibility. In addition, persons claiming 10-point preference must submit a SF-15, Application for 10-point Veteran Preference, plus the proof required by that form.)

\*18. If you are a male at least 18 years of age, born after December 31, 1959, have you registered with the Selective Service System?

Answer: Yes

\*19. If you are a male at least 18 years of age, born after December 31, 1959 AND you have NOT registered with the Selective Service System, do you have an approved exemption?

(Note: You will be asked to provide a copy of the exemption prior to interview and selection.)

Answer: Not Applicable

\*20. Displaced employee information:

(Note: You must submit the appropriate proof of your eligibility to be considered as a displaced employee. All documents must be faxed by the closing date of the announcement. See "How to Apply" information on the announcement.)

Answer: I am not a displaced employee from a Federal Agency.

\*21. Do you have a relative working for the Agency for which you are applying?

Answer: No

22. If yes to Question 21, please provide the name, relationship, organization in which employed, and location if known.

Answer: NA

\*23. Are you a former employee of the Department of State who is on a Reemployment

Priority (RPL) List?

Answer: No

\*24.If you are a veteran claiming 5 point preference, did you serve in a campaign or expedition?

Answer: I do not claim 5 point veterans preference

25.If you selected "Yes" above, please provide the name of the campaign or expedition.

Answer: NA

26.The following information is requested on a voluntary basis and will be used solely in connection with affirmative action obligations and/or efforts. The information attained from the question will be kept confidential and used only in accordance with the Rehabilitation Act. Refusal to provide the information will not subject applicants to any adverse treatment. Do you have a severe disability that is eligible for an appointment based under Schedule A, Persons with Disabilities Appointment eligibility per 5 CFR 213.3102 (u)?

(See note below for additional information.)

Answer: No

(Note: In order to be considered eligible for a Schedule A, Persons with Disabilities Appointment, you must submit a copy of your Schedule A letter with your application citing your eligibility under 5 CFR 213.3102(u) from a licensed medical professional (e.g., a physician or other medical professional duly certified by a State, the District of Columbia, or a U.S. territory, to practice medicine), a licensed vocational rehabilitation specialist (i.e., State or private), or any Federal agency, State agency, or an agency of the District of Columbia or a U.S. territory that issues or provides disability benefits. For more information about Schedule A, Persons with Disabilities Appointments, please visit <http://www.opm.gov/disability/PeopleWithDisabilities.asp>.)

## 4.Vacancy Questions

### Grade 09 responses

\*1.GS-09: Choose the one answer that best describes your experience, education or combination of education and experience as related to the basic qualification requirements for this position. Before answering this question see the education and experience requirements described under the Qualifications section of the vacancy announcement.

Answer: I have a master's or equivalent graduate degree, or 2 full years of progressively higher level graduate education leading to such a degree, or LL.B or J.D. from an accredited college or university. This education must demonstrate the knowledge, skills, and abilities to do the work of the position to be filled.

\*2.I understand that to qualify for this position based on education, I must submit a copy of my transcripts to receive consideration. However, if selected for this position, I will be required to provide official documentation prior to being appointed. (Please follow the instructions in the vacancy announcement).

Answer: Yes

Please note that ALL applicants must submit a resume online and complete the entire application process to be considered for this position. Ensure that your resume, which is the basis for determining if you qualify for this position, thoroughly supports your responses to the below job specific assessment questions and that it contains the names, titles, beginning and ending dates of employment (month/year), and names and phone numbers of your current and/or previous supervisor(s). Your resume must contain the information outlined in the Applying for a Federal Job pamphlet (OF-510) <http://careers.state.gov/forms/of0510.pdf>

\*3.I understand that the responses provided in this questionnaire must be fully supported by my resume. I further understand that my resume must be detailed and highlight my most relevant and significant work experience (to include starting and ending dates of employment for each position held) and education (if applicable) as it relates to this job opportunity. My failure to do so will result in me being rated "Ineligible" or "Not Qualified" for this position.

Answer: Yes

\*4.Which of the following BEST describes your knowledge of the Exchange Visitor Program (EVP)?

Answer: I have some basic understanding of the Exchange Visitor Program (EVP).

\*5.From the following list, select the software applications or systems in which you are proficient:

Answer: Word Processing (e.g., Word)

Answer: Spreadsheet applications (e.g., Excel)

Answer: Presentation software (e.g., PowerPoint)

Answer: Microsoft Outlook

Answer: Financial management applications or systems

Answer: Microsoft Access

Answer: Internet Browsers

Answer: Statistical or quantitative analysis tools

Answer: Web-based programs

Answer: Program management tools

Answer: Database management

Answer: Desktop publishing software

\*6. From the following list please select the interpersonal communication skill that you routinely and successfully apply:

Answer: Interact effectively in situations where changes, delays, or unexpected events arise that cause shifts in priorities, timetables, or work assignments

\*7. From the list below, identify all of the types of audiences with which you have experience communicating orally or making oral presentations:

Answer: Senior officials

Answer: Colleagues

Answer: Government organizations

Answer: General public

Answer: Private industry

Answer: Academia

Answer: Professional organizations

Answer: Technical experts

Answer: Inter-agency Meetings

\*8. Which of the following statements BEST describe your experience serving in a liaison capacity?

Answer: I have served as a liaison between other government agencies, state and local officials, foreign officials and/or individuals from the private sector.

\*9. From the following list, identify the types of written products you have developed:

Answer: Office and/or standard operating procedures

Answer: Routine letters using standard formats

Answer: Memoranda and/ or correspondence requesting services, supplies and/or providing general information

Answer: Business / Corporate Blogs

Answer: Business / Corporate website information

Answer: Autobiographical information on course participants and/or guest speakers

Answer: E-mails to staff and/or others providing information explaining general rules and/or procedures

Answer: Academic / Research papers

Answer: Master`s and/or Doctoral thesis

Answer: Technical reports

Answer: Summaries of information obtained from a variety of sources

Answer: Decision memorandums

\*10. Indicate the extent to which you have analyzed statistical reports for trends and changes.

Answer: I have performed this task on the job under close supervision by a supervisor, manager or senior employee to ensure compliance with correct procedures.

\*11. What type of analyses have you performed as part of your professional work experience?

Answer: I can articulate the important points of the material and draw conclusions.

Answer: I can review various source materials and identify inconsistencies.

Answer: I can identify the relationships between specific points and larger concepts.

Answer: I can use quantitative methods.

Answer: I can use qualitative methods.

Answer: I can identify relationships between points, issues, or events.

Answer: I can infer possible outcomes derived from given information.

\*12. Which of the following best reflects your highest level of experience using qualitative or quantitative methods to analyze, assess, and improve program effectiveness?

Answer: I have work experience demonstrating the ability to use a range of qualitative and quantitative methods to analyze and evaluate programs. I typically work with a supervisor or someone else to conduct analyses, and develop conclusions or recommendations based on analysis.

\*13. Select the response which best describes the extent to which you have used the Internet to conduct searches to obtain information.

Answer: Using the Internet to conduct searches has been a central or major part of my work. I have trained others in performance of this task, and/or others have consulted me for assistance.

\*14. Which of the following best describes your experience in conducting research using a variety of sources?

Answer: I have more than 2 years of experience conducting research using a variety of sources to complete tasks such as: a project, paper, report, or study; compile data or information needed to complete a project or program requirement, resolve a matter in dispute, or answer a question.

\*15. Which of the following best reflects your level and experience performing program and management analysis?

Answer: I have work experience demonstrating the ability to use different qualitative and quantitative methods to analyze programs and/or management processes. I work with others to develop recommendations or conclusions about specific program and/or management situations and issues.

\*16. Which of the following best describes your experience in preparing and submitting material in the proper format for review?

Answer: I have performed this task on the job, with close supervision from supervisor, manager or senior employee to ensure compliance with correct procedures.

\*17. Please select the tasks you have performed in preparing information for reports. Check all that apply

Answer: Extracted data from various sources for inclusion in reports

Answer: Organized / consolidated data for inclusion in reports

Answer: Review / proofread data contained in reports to ensure accuracy

Answer: Verified data in reports

Answer: Prepared a variety of reports of a routine / general nature

\*18. Please select all responses that describe your experience in locating and compiling information for reports / briefings.

Answer: Gather materials to be routed for information or to be distributed at meetings.

Answer: Compile factual information from sources within assigned work area. Check indices of central systems for very specific information. Present information in logical fashion.

Answer: Collect, compile, and retrieve information from various sources within an organization. Compile relevant information and present it in a logical format that allows for ease of interpretation by others.

## **5.Documents from your profile that will be sent with your application**

## 6. Additional documents requested for this vacancy

Document Type	Description	Filename	Submission Type	Date Received
Additional Documentation	No document Submitted			
CTAP Eligibility Documentation	No document Submitted			
DD-214	No document Submitted			
ICTAP Eligibility Documentation	No document Submitted			
Non-Competitive Performance Appraisal	NSEP Letter of Certification	NSEP Letter of Certification.pdf	USAJOBS	Jul 11, 2015 10:42:24 PM
SF-50 Notification of Personnel Action	No document Submitted			
Transcripts	UAF_FIU_UFL_Transcripts	Transcripts.pdf	UPLOAD	Jul 11, 2015 10:47:26 PM

## 7. Resume

### Jeremy Ryan Lambeth

17610 Saticoy St

Van Nuys, CA 91406

Mobile: 347-586-9583

Email: jeremy@jeremylambeth.com

**Country of Citizenship:** United States

**Availability:**  
**Job Type:** Permanent  
**Work Schedule:** Full-Time

**Work Experience:** **University of Florida,  
Center for Latin American Studies** **01/2015 - 05/2015**  
**319E Grinter Hall** **Salary: \$8,500.00 USD**  
**PO BOX 115530** **Student Stipend Paid**  
**Supervisor: Jocelyn Peskin (352-273-4704)** **Hours per week: 20**  
**Okay to contact this Supervisor: Contact me first**  
**Gainesville, FL 32611 US**

#### **Predocctoral Fellowship**

- Underwent advanced language training during full-time graduate study.
- Read, critiqued, and presented synopses/responses on Haitian Creole texts.
- Analyzed current events on Haitian politics, poverty, and development.
- Led a team of business students on a study abroad experience to Haiti.

**University of Florida,  
Institute of Food &  
Agricultural Sciences,  
International Programs** **01/2014 - 10/2014**  
**2039 McCarty Hall D** **Salary: \$3,200.00 USD Fee**  
**PO BOX 110282** **Basis**  
**Supervisor: Jennifer Beck (352-273-3588)** **Hours per week: 2**  
**Okay to contact this Supervisor: Yes**  
**Gainesville, FL 32611 US**

#### **Front-end Web Developer**

- Analyzed unit's presence and compliance with web identity policies.
- Recommended and implemented new web branding strategy, IFAS Global.
- Redesigned domain utilizing HTML5, CSS, and

JavaScript.

- Maintained format for migration to university content management system.

**University of Florida,  
Master of Development Practice      05/2014 - 07/2014**  
**3002A McCarty Hall D**  
**PO BOX 110310      Hours per week: 40**  
**Supervisor: Muthusami Kumaran PhD (352-273-3524)**  
**Okay to contact this Supervisor: Contact me first**  
**Gainesville, FL 32611 US**

#### **Degree Candidate**

- Recruited, trained, and directed an international research team to conduct interviews with government officials and leaders in higher education.
- Coordinated travel to ministries, non-government organizations, universities, colleges, and schools throughout Port-au-Prince, Haiti.
- Used qualitative and quantitative methods to collect and analyze data for written and oral reporting of results, conclusions, and recommendations.

**National Security      08/2012 - 08/2013**  
**Education Program      Salary: \$30,000.00 USD**  
**Institute of International      Student Stipend Paid**  
**Education      Hours per week: 40**  
**1400 K Street NW      Supervisor: Michael Saffle (800-618-6737)**  
**Okay to contact this Supervisor: Contact me first**  
**Washington DC, DC 20005**  
**US**

#### **Boren Fellowship**

- Completed immersive Haitian Creole language study in Port-au-Prince.
- Liaised with national ministry, embassy, and private sector officials.
- Volunteered 100 hours with USAID - Haiti Health Infrastructure Program.
- Tested over 300 students for English proficiency at local university.

**University of Florida,  
International Center      05/2012 - 07/2012**  
**PO BOX 113225      Salary: \$13.00 USD Per**



### **Special Programmes & Least Developed Countries Group Intern**

- Created e-learning methodology with streaming media for training fellows.
- Implemented web conferencing and multipoint videoconferencing.
- Researched available platforms for real-time reporting and mapping of programmes in the field (RapidSMS with low-bandwidth thin clients).
- Assessed collaborative approach to youth entrepreneurship in UN System.
- Reviewed open software for social networks and knowledge management.

**ICATT Consulting, Inc.**      **02/2008 - 07/2010**  
**1200 G Street NW STE 800**      **Salary: \$40.00 USD Per Hour**  
**Washington DC, DC 20005**      **Hours per week: 2**  
**US**  
**Supervisor: Gabe Hamda, PhD (904-382-5471)**  
**Okay to contact this Supervisor: Yes**

### **Independent Consultant**

- Interfaced with community and businesses on staffing/IT needs.
- Represented company at conferences/meetings.
- Developed long-range plan and objectives for brand and web marketing.
- Provided direct support for productivity and collaboration software.
- Conducted training seminars for electronic devices and media technologies.
- Produced SCORM compliant learning modules for public sector clients.

**University of Florida,**  
**Video & Collaboration**      **10/2009 - 07/2010**  
**Services**  
**HUB 132**      **Salary: \$7.75 USD Per Hour**  
**PO BOX 116140**      **Hours per week: 20**  
**Supervisor: Brian Smith (352-294-0888)**  
**Okay to contact this Supervisor: Yes**  
**Gainesville, FL 32611 US**

### **Video Operations Student Assistant**

- Scheduled videoconferencing for campus and county extension offices.
- Addressed inquiries/complaints and reviewed client

compliance with policies.

- Assessed telepresence integrity and suggested data entry improvements.
- Provided technical assistance for live events.

**Education:**

University of Florida  
Gainesville, FL US  
Master's Degree - 05/2015  
58 Semester hours

Major: Sustainable Development Practice

Minor: Org. Leadership for Nonprofits

GPA: 3.75

Relevant Coursework, Licensures and Certifications:  
Coursework

- Corporate Finance
- Advanced Marketing Management
- Risk Management for Nonprofits
- Communication and Leadership Skills
- Development Administration
- Global Public Health and Development

Certifications & Licenses

- Latin American Studies
- Tropical Conservation & Development
- Gender Skills for Development
- FLHSMV - Class E, Non-commercial Driver
- Federal Communications Commission - Amateur Radio Technician Class

Florida International University  
Miami, FL US

Some College Coursework Completed - 08/2013

6 Semester hours

Major: Non-Degree Seeking

GPA: 3.5

University of Alaska Fairbanks  
Fairbanks, AK US

Bachelor's Degree - 12/2004

131 Semester hours

Major: Business Administration, Management &  
Organizations

GPA: 3.67

Relevant Coursework, Licensures and Certifications:  
Coursework

- Corporate Strategy
- International Business
- Training & Management Development
- Employment Law
- Legal Environment of Business

- Ethics

- Job Related Training:**
- Student and Exchange Visitor Program (SEVP) Manuals - Training for Designated School Officials (DSOs)
  - United Nations System Staff College - System Induction
  - UN Office of Human Resources Management - Integrity Awareness
  - UN Office of Internal Oversight Services - Programme Performance Assessment in Results-Based Management
  - UN Educational, Scientific and Cultural Organization - Web Development
  - UN Department of Safety & Security - Advanced Security in the Field

**Languages:**

**German**

**Spoken:** Novice  
**Written:** None  
**Read:** Novice

**French**

**Spoken:** Novice  
**Written:** Novice  
**Read:** Novice

**Haitian-Creole**

**Spoken:** Advanced  
**Written:** Advanced  
**Read:** Intermediate

**Professional Publications:**

Lambeth, J. (2015). Assessing International Scholarly Exchange in Haiti. University of Florida Field Practicum Report. (Poster - <http://sites.clas.ufl.edu/africa-mdp/files/Jeremy-Lambeth.pdf>)

WLI. (2012). Gender Analysis of Jordan WLI Benchmark Site. United States Agency for International Development: Water and Livelihoods Initiative. (Final Report - <http://www.icarda.org/wli/pdfs/FinalReport-GenderAnalysisOfJordanWLIBenchmarkSite.pdf>)

UNIDO. (2010). Poverty Reduction Through Entrepreneurship and Private Sector Growth. United Nations Industrial Development Organization: Special Programmes and LDC

Group.

**References:**

<b>Susanne Hill,</b> <b>PhD</b> <b>Phone Number:</b> <b>Email Address:</b> <b>Reference Type:</b>	University of Florida International Center (352) 273-1500 shill@ufic.ufl.edu Professional	Executive Director
<b>Benjamin</b> <b>Hebblethwaite,</b> <b>PhD</b> <b>Phone Number:</b> <b>Email Address:</b> <b>Reference Type:</b>	University of Florida, Haitian Creole (352) 273-3762 hebble@ufl.edu Professional	Associate Professor
<b>Gabriel</b> <b>Abromovitz</b>  <b>Phone Number:</b> <b>Email Address:</b> <b>Reference Type:</b>	Relief International, Nepal (617) 921-8272 gabromovitz@gmail.co m Personal	Emergency Operations Manager
<b>James Canter</b>  <b>Phone Number:</b> <b>Email Address:</b> <b>Reference Type:</b>	University of Florida, Agricultural & Biological Engineering (727) 365-5029 jamescanter@gmail.co m Personal	IT Specialist

**Additional Information:** Awards & Grants (Total: \$100K+)

- U.S. Department of Education - Foreign Language and Area Studies (\$13K)
- U.S. Embassy Grant Program - Council of American Overseas Research Centers (\$23K) & Caribbean Research Center (\$24K \*Pending\*)
- U.S. Department of State - Federal Assistance Award (\$5K)
- UF International Center - Indonesia Travel Grant (\$2K)
- National Security Education Program - Boren Fellowship (\$29K)
- Network for European and U.S. Regional and Urban Studies Fellow (\$4K)

Leadership Activities

- UF Entrepreneurship and Empowerment in Haiti - Team Leader
- UF Presidential Service Award - Health Services IT Specialist

- UF Global Health Case Competition - Team Lead & Rapid Developer
- UF Center for Leadership & Service - Global Initiative Facilitator

#### Strategic Planning

- Sèvis Finansye Fonkoze, S.A. (Haiti) - Microfinance Analysis
- Oaklane Dairy LLLP (Jacksonville, FL) - Land Use & Management Plan
- Caribbean Research Center - 501(c)(3) Articles of Incorporation & Bylaws
- Sustainable Cambodia, Inc. - Risk Management Plan

#### Technical Skills

- Operating Systems: Windows 7/8 – Windows Server 2008 R2 – Mac OS X
- Microsoft Office Suite: Word – Excel – Outlook – PowerPoint – Access
- Adobe Creative Suite: Dreamweaver – Photoshop – Flash – Connect
- Video/Graphics/Design: Camtasia – iMovie – Gimp – Google SketchUp
- Application Development: PHP – MySQL – JavaScript – ActionScript
- Management and Collaboration: PeopleSoft – Quickbooks – Polycom
- Social Media: YouTube – Facebook – MySpace – Twitter – LinkedIn
- Data Visualization: Tableau – ArcGIS Desktop 10 – Google Chart Tools
- International Admissions: Terra Dotta – SEVIS (SEVP) – TraiNet (USAID)

## 8.Vacancy Announcement

Announcement Number:	ECA-2015-0048
Position Title:	Program Support Specialist
Open Period:	07/02/2015 - 07/17/2015
Series/Grade:	GS - 0301 09/11
Salary:	\$52668 - \$82840
Promotion Potential:	GS-11
Hiring Agency:	U.S. Department of State
Duty Locations:	3 Vacancies in Washington DC, DC, US
For More Info:	Rebecca Hammond 202-632-3274 Hammondrt@state.gov
Who May Apply:	Status Candidates, Noncompetitive, Reinstatement eligibles, ICTAP/CTAP Eligibles, Eligible Veterans  <b>"You are encouraged to read the entire announcement before you submit your application package. Your application may not get full consideration if you do not follow the instructions as outlined."</b>  "More than one selection may be made from this announcement if additional identical vacancies in the same title, series, grade and unit occur."
Security Clearance Required:	Secret
Duration Appointment:	Permanent
Marketing Statement:	The men and women of the US Department of State with their skills, character and commitment to public service, are the backbone of America's diplomacy. Civil Service employees support the foreign policy mission from offices in Washington, DC and worldwide.  Join us in helping to shape a freer, more secure and prosperous world as we formulate, represent and implement US foreign policy. Choose from hundreds of career possibilities - there's something for everyone!
Job Summary:	This position is located in the Office of Private Sector Exchange Administration (ECA/EC), Bureau of Educational and Cultural Affairs (ECA).  This position is also being announced

	<p>through competitive examining procedures under Announcement #ECA-2015-0048.</p> <p>Candidates who wish to be considered under both Public (US Citizens) and Merit Promotion procedures must apply to both announcements.</p> <p>This position is eligible for telework; additional criteria will be required (e.g., supervisory approval).</p>
Supervisory Position:	No
Relocation Authorized:	No
Travel Required:	Occasional Travel 1-2 times
Key Requirements	Incumbent will be subject to random drug testing. U.S. Citizenship is required. Must be able to obtain and maintain a Secret security clearance. One year probationary period, unless excepted by regulation.
Major Duties:	<p>Reviews, analyzes, inputs and manages the complaint and incident data contained within the case management system.</p> <p>Conducts research and analysis of current and emerging issues affecting sponsor operations and performance in order to identify critical areas of emphasis.</p> <p>Draft reports based on research and provide initial estimates for further review by those with greater knowledge and expertise.</p> <p>Reviews information in the Student and Exchange Visitor Information System (SEVIS) and analyzes data as requested.</p>
Requirements:	<b>Time-In-Grade Requirements:</b> Federal applicants must have served 52 weeks at the next lower grade to satisfy time-in-grade restrictions contained in 5CFR 300, Subpart F.
Evaluations:	<p>Your qualifications will be evaluated on the following knowledge, skills, abilities (KSAs) and other characteristics that are relevant to the duties of this position and must be fully supported by information in your resume:</p> <p>-Ability to communicate to explain procedures and policies to variety of personnel.</p>

-Skill in reviewing and evaluating reports and other materials.

-Ability to provide timely, authoritative and tactful responses to selected inquiries.

-Knowledge of the SEVIS database, including an understanding of the fields within a record.

Your resume serves as the basis for qualification determinations and must highlight your most relevant and significant work experience and education (if applicable) as it relates to this job opportunity.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Your resume must include the dates of all qualifying experience (from month/year to month/year) and the number of hours worked/volunteered per week. For assistance with creating a resume, please click [here](#).

Qualified candidates are assigned a score between 70 and 100. Agency Career Transition Assistance Program (CTAP) or Interagency Career Transition Assistance Program (ICTAP) candidates must be rated "Well Qualified" for the position and earn a score of at least 85 (when applicants are rated in a range of 70 to 100) to receive consideration for special priority.

If, after reviewing your resume and self-assessment questionnaire responses and a determination is made that you have inflated your qualifications and/or experience, a score will be manually determined that reflects your documented experience. This may result in a lower score, which may also eliminate you from consideration for this position.

Applicants must meet all the qualification

	<p>requirements and submit any required supporting documentation by the closing date of this job opportunity. Applicants found to be among the top qualified candidates will be referred to the hiring official for further consideration and possible interview.</p>
Qualifications:	<p>Applicants must meet all the required qualification requirements, including education, and any selective placement factors described below by the closing date of this announcement. Education may only be substituted in accordance with the Office of Personnel Management (OPM) Qualification Standards Handbook. Education must be accredited by an accrediting institution recognized by the <a href="#">U.S. Department of Education</a> in order to be credited towards qualifications.</p> <p>Education completed in foreign colleges or universities may be used to meet the education requirements if you can show that the foreign education is comparable to that received in an accredited educational institution in the United States. It is your responsibility to provide such evidence when applying. Click on the link for a list of <a href="#">accredited organizations</a> recognized as specializing in interpretation of foreign education credentials.</p> <p><b>NOTE:</b> Applicants must meet time-in-grade and time after competitive appointment requirements, by the closing date of this announcement.</p> <p><b>Applicants applying for the GS-09 grade level must meet one of the following requirements:</b></p> <p><b>A.</b> Have at least 1 full year of specialized experience equivalent to the GS-07 level in the Federal service which provided you with the particular knowledge, skills and abilities to perform the duties of the position. <b>Qualifying specialized experience must demonstrate the following:</b></p>

-Experience collecting data from or for international exchange programs.

-Experience evaluating programs using data reports and data management systems.

-Experience receiving and processing complaints and or emergency incidents from the public.

**OR**

**B.** Have a master's or equivalent graduate degree, OR 2 full years of progressively higher level graduate education leading to such a degree, OR LL.B or J.D. from an accredited college or university. This education must demonstrate the knowledge, skills, and abilities to do the work of the position to be filled;

**OR**

**C.** Have a combination of graduate level education and specialized experience (as described above), which is equivalent to the GS-07 level in the Federal Service. This experience and education together meets 100% of the qualification requirements for this position.

**Combination of Experience and Education:**

When an applicant has less than one year of specialized experience as described in the announcement, he or she may combine successfully completed graduate-level education with experience to meet the total qualification requirements. Generally, 18 graduate semester hours is equivalent to 1 full-time year of graduate study (your school and department determine what constitutes 1 full time year of graduate study). The percentage of specialized work experience and the percentage of graduate study must total at least 100%.

**Note:** All applicants WILL BE required to submit transcripts as verification of

educational requirement. If you fail to provide requested information, or the information you submit is insufficient to verify your eligibility, you may lose consideration for this position.

**At the GS-11 Grade Level:**

**Applicants applying for the GS-11 grade level must meet one of the following requirements:**

**A.** Have at least 1 full year of specialized experience equivalent to the GS-09 level in the Federal service which provided you with the particular knowledge, skills and abilities to perform the duties of the position. **Qualifying specialized experience must demonstrate the following:**

-Experience with data analysis, data management, and generating reports through multiple data management systems.

-Experience with reviewing information in the Student and Exchange Visitor Information System (SEVIS).

-Experience with participating in and/or conducting field site reviews or audits of third-party organizations or program participants.

**OR**

**B.** Have a Ph.D. or equivalent doctoral degree OR 3 full years of progressively higher level graduate education leading to such a degree, or LL.M. from an accredited college or university.

**OR**

**C.** Have a combination of graduate level education and specialized experience (as described above), which is equivalent to the GS-09 level in the Federal Service. This experience and education together meets 100% of the qualification requirements for this position.

	<p><b>Combination of Experience and Education:</b> When an applicant has less than one year of specialized experience as described in the announcement, he or she may combine successfully completed graduate-level education with experience to meet the total qualification requirements. Generally, 18 graduate semester hours is equivalent to 1 full-time year of graduate study (your school and department determine what constitutes 1 full time year of graduate study). The percentage of specialized work experience and the percentage of graduate study must total at least 100%.</p> <p><b>Note:</b> All applicants WILL BE required to submit transcripts as verification of educational requirement. If you fail to provide requested information, or the information you submit is insufficient to verify your eligibility, you may lose consideration for this position.</p>
How to Apply:	<p>Please carefully read all the instructions before you begin the application process.</p> <p>To apply for this job opportunity, you must submit a resume and an on-line application through the Office of Personnel Management's (OPM) application system, USAJOBS. This information will be transferred to the Department of State's Gateway to State Automated Application System.</p> <p>You have until 11:59 p.m. Eastern Time (ET) on the closing date of this announcement to complete the following four-step application process:</p> <p><b>STEP 1:</b> Select the "Apply On-line" button and follow the instructions to register or sign into USAJOBS.</p> <p><b>STEP 2:</b> Submit a detailed resume or any other written format you choose documenting your job-related qualifications, experience, and education (if applicable). Cover letter is optional. If you submit a cover letter, you</p>

must also submit a resume. Please see the "How You Will Be Evaluated" section for specific information that should be outlined in your resume.

**STEP 3:** Answer the job-specific self-assessment questions on-line through the Gateway to State automated application system. These questions will be used to evaluate your qualifications and experience for this job opportunity.

**STEP 4:** Submit all required documentation, applicable to you, listed in the Required Documents section of this job opportunity to the Department's automated application system "Gateway to State" prior to the closing date of this announcement. For instructions on how to view the status of your supporting documentation, please click [here](#).

**Technical assistance with your on-line application can be obtained by contacting the Help Desk at [mgshelp@monster.com](mailto:mgshelp@monster.com) OR by calling (866) 656-6830 or (703) 269-4944 between the hours of 7:00 a.m. and 7:00 p.m. ET**

#### **ALTERNATE APPLICATION PROCEDURES**

**NOTE:** If applying online poses an extreme hardship, you may request alternate application procedures to submit your application package by fax. Contact the Human Resources office listed on the announcement between the business hours of 8:15 a.m. and 5:00 p.m. ET, at least two working days prior to the closing date of this announcement. The application package for alternate application procedures must be submitted and received in the Human Resources office no later than 11:59 p.m. ET on the closing date of this announcement.

**NOTE:** Paper applications and information sent by mail WILL NOT BE ACCEPTED.

Required Documents:

All required documents listed below, that are applicable to you, must be submitted to our automated system "Gateway to State" by 11:59 p.m. Eastern Time (ET) on the closing date of this announcement.

1. Resume - your resume or any other written format you choose should contain the required information as specified in the "How You Will Be Evaluated" section. Insufficient information will result in an ineligible rating.

2. A completed online job specific self-assessment questionnaire through the Department's automated system "Gateway to State".

3. Transcripts - if you are qualifying based on education OR if there are mandatory education requirements listed under the Qualifications and Evaluations section, you MUST submit a copy of your college transcript(s) with your application. If selected, an official/sealed college transcript(s) will be required to verify education prior to employment.

4. Performance Appraisal - All current Federal employees and reinstatement eligible applicants must submit a copy of your most recent completed annual performance appraisal that includes the final rating. If a performance appraisal does not exist, is incomplete or unavailable, a Form [DS-1812 \(Applicant Appraisal\)](#) or equivalent form from another agency signed by the current supervisor is acceptable. Mid-year progress reviews will not be accepted.

5. All current Federal employees and reinstatement eligible applicants must submit an SF-50, Notification of Personnel Action, documenting proof of competitive status, tenure, position, grade level and step.

6. All non-competitive eligible applicants must submit proof of eligibility (i.e., SF-50 documenting the full performance level of a

position held on a permanent basis).

7. Veterans who are preference eligibles OR who have been separated from the Armed Forces under honorable conditions (honorable or general discharge) after 3 or more years of continuous active service may apply under the Veterans Employment Opportunities act (VEOA). You must submit a DD-214 Certificate of Release or Discharge from Active Duty (Member Copy 4 is preferable) showing the dates you served as well as your type of discharge and qualifying service campaign medals OR if you are still on active duty, you MUST submit a certification on letterhead from your military branch which contains your military service dates, expected date of discharge or release, and the character of service to show that your military service was performed under honorable conditions. The expected date of discharge or release must be no later than 120 days after the certification is submitted for consideration for this job announcement.

For Sole Survivorship preference, you must provide a copy of your DD-214 (Member Copy 4 is preferable) or another form of official documentation which shows your discharge or release from active duty occurred on or after August 29, 2008 and was based on a sole survivorship discharge.

If you are claiming 10-point veterans' preference, in addition to the DD-214 or certification, you must also submit a [current version of the SF-15 \(Application for 10-Point Veteran Preference\), dated October 2013](#), and the required supporting documents listed on that form. Previous editions of the SF-15 will not be accepted. For more information on veterans' preference, [click here](#).

If the appropriate information is not submitted to confirm the current or expected discharge status, dates of service, etc., you will not be considered for this job opportunity as a preference eligible. To gain access to your

	<p>DD-214 online, please visit:  <a href="http://www.archives.gov/veterans/military-service-records/get-service-records.html">http://www.archives.gov/veterans/military-service-records/get-service-records.html</a></p> <p>Current Federal employees applying under the Veterans Employment Opportunities Act (VEOA) must submit a qualifying SF-50 to show you meet time-in-grade requirements.</p> <p>For more information on Veteran Authorities, consult the <a href="#">Vet Guide</a>.</p> <p>8. If you are qualifying based on other criteria listed under the Qualification Section of this announcement, you must submit the required supporting documentation (certificates, certifications, etc.) with your application by the closing date.</p> <p>9. CTAP/ICTAP eligibles must submit a copy of the appropriate documentation with their application. See links below:</p> <p><a href="#">ICTAP Considerations</a>  <a href="#">CTAP Considerations</a></p> <p>10. If you are applying under a special hiring authority you MUST submit proof of eligibility with your application. For information related to special hiring authorities for veterans, <a href="#">click here</a>. For information related to special hiring authorities for severely disabled persons visit: <a href="http://www.opm.gov/disability/PeopleWithDisabilities.asp">http://www.opm.gov/disability/PeopleWithDisabilities.asp</a></p> <p>All documentation, applicable to you, must be submitted by the closing date of this announcement. If the information you submit is insufficient to verify your eligibility or you fail to submit any of the required documents, it will disqualify you from being considered for this job opportunity.</p>
<p>What to Expect Next:</p>	<p>After all application packages have been received, we will review your resume to ensure you meet the basic qualification requirements. After we review and evaluate all applications, the most highly qualified candidates will be referred to the hiring</p>

	<p>manager for further consideration and possible interviews. After a tentative job offer, we will conduct a suitability and or security background investigation.</p> <p>You will be notified up to four times during the hiring process:</p> <ol style="list-style-type: none"> <li>1. Upon receipt of your application.</li> <li>2. Upon minimum qualification determinations.</li> <li>3. After the certificate is issued.</li> <li>4. After final selection is made.</li> </ol> <p><b>For instructions on how to view the status of your application, please click <a href="#">here</a>.</b></p>
Benefits:	<p>The Department of State offers a comprehensive benefits package that includes, in part, paid vacation, sick leave, holidays, life insurance, health benefits, and participation in the Federal Employees Retirement System. In addition to these benefits, we also offer the Student Loan Repayment Program, Child Care Centers, Child Care Subsidy, Flexible work schedule, Transit Subsidy Program. For additional information on Federal benefits click <a href="#">here</a>.</p>
Other Information:	<p><b>SOCIAL SECURITY NUMBER</b> - Your Social Security Number is requested under the authority of Executive Order 9397 to uniquely identify your records from those of other applicants who may have the same name. As allowed by law or Presidential directive, your Social Security Number is used to seek information about you from employers, schools, banks, and others who may know you.</p> <p><b>REASONABLE ACCOMMODATION</b> - This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the Office of Employee Relations, Disability/Reasonable Accommodations Division, at (202) 261-8163 or <a href="mailto:reasonableaccommodations@state.gov">reasonableaccommodations@state.gov</a>. The decision on granting reasonable</p>

accommodation will be on a case-by-case basis.

**EQUAL EMPLOYMENT OPPORTUNITY:** The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

## 9. Demographic Information

1. How did you learn about this position?

Answer: Agency Internet Site recruitment

2. Sex:

Answer: No answer

3. Ethnicity:

Answer: No answer

4. Race:

Answer: No answer

5. A. Do you have any of the following?

Answer: No answer

If you did not select one of the options above, please indicate whether:

Answer: I do not wish to answer questions regarding disability/health conditions.